



**Public
Version**



Leigh Place Retirement Housing | Strategic Plan 2014 - 2017

About Us



A warm welcome awaits you at Leigh Place, a unique residential aged care facility in Roselands where we encourage the highest possible independent living for each resident. As a not-for-profit charity, Leigh Place provides outstanding support for those living in the areas of St George, Roselands, Canterbury and Bankstown for those who are seeking assisted aged care in a friendly, comfortable environment. Our residents live happily with peace of mind that they are receiving exceptional support that attends to their individual needs, security and comfort. We differ from other aged care facilities in many special ways; our accommodation has the look and feel of a residential street, and our community spirit invites family and friends to visit at any time. Whatever needs you or your family member may require, Leigh Place will ensure that you or your loved one is looked after with genuine care and concern for their well being and overall quality of life.

The achievement of Leigh Place's Vision, Mission and Values, is directly supported by this plan

Vision, Mission, Values

Philosophy

The philosophy of the management and staff of Leigh Place Retirement Housing is to reflect the ideals of the Leigh Place Vision Statement by striving to ensure at all times that:

- A high standard of home-like accommodation, care and services to the residents of Leigh Place, in order to provide them with the highest standard of quality of life.
- Each resident has the right to be assisted to maintain their optimum physical and mental health and social well-being.
- Each resident has the same rights as any member of the community in all aspects, regardless of origin, gender, culture or religious beliefs.
- Each resident's individuality and independence is respected and maintained.
- Affordable accommodation is available to those from our community on lower incomes

We strive to achieve this by the development of policies, procedures and practices designed to fulfill these ideals in a pleasant, caring environment

We welcome all relatives, friends and visitors and encourage their continuing involvement in assisting Leigh Place to achieve these ideals.

Vision

To be a leading provider of innovative and quality aged care services

Mission

Working together to provide quality and secure aged care services in a home-like environment that maximises people's opportunities for independence

Values

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|----------------|---|
| Honesty: | Reflected in our open, responsive communications with all people |
| Equity: | Demonstrated in our daily work, through the provision of care and accommodation, to all persons |
| Independence: | By providing home-like, flexible, friendly care and services we support individuals in their choices and life opportunities |
| Learning: | We acknowledge that our staff are our best asset and their skills and commitment drive our purpose and vision |
| Participation: | We welcome and value the involvement of family, residents and staff in all aspects of life at Leigh Place |
| Innovation: | We constantly strive for excellence in provision of service |

The key characteristics that will define Leigh Place by 2017 are:

Renovated Facilities:

General renovations of current facilities completed

Continuum of Care:

The Leigh Place Model of Care will incorporate care services from the ACAT assessment to end of life care with specialist services

Stakeholder Engagement:

Increase awareness and recognition of the care services provided by Leigh Place

Skilled, Flexible Workforce:

Trained, staff skilled in delivering person centred care; low care to palliative care

Growth and Development:

Investigate and research expansion of services on current site (including developing multistoried) and new site development/s

Service Diversity:

Along with our current service provision we will investigate future diversification of services

Resident Activities:

A range of wellness and lifestyle activities available to residents

Our Desired Future

Affordable Accommodation:

Leigh Place will continue to provide care to those on low incomes

Financially Sustainable:

Continue to deliver operational surpluses during a time of investment in our facilities and services

Stable, Committed Leadership:

Continue to implement good governance practices and agreed succession strategies to ensure appropriate skills mix and leadership stability for Leigh Place

Age Care Reforms:

Leigh Place will implement the new reforms and continue to be compliant with all relevant legislation and regulations for aged care services

Embrace Technology:

Transition a 'manual' system through the effective use of current and relevant technology and systems to meet the needs and expectations of residents and staff

Our Road Map

1

Our Model of Care

Leigh Place develop and further enhance a contemporary model of care focused on the current “Home-Like Community Focus” that meets the needs and expectations of residents and their families.

2

Facilities Growth, Renovation and Development

Thorough application of contemporary project management practices will ensure building and renovation projects are delivered on time, within budget and to required specifications.

3

Stakeholder Engagement

Leigh Place will be widely known and recognised both internally and throughout the local community as a provider of choice for high quality aged care services

Throughout the next three years the Board, management and staff will focus on the following key result areas and regularly communicate our progress to all stakeholders



4

Organisational Development

Leigh Place will build on its strong financial position to continue to implement financial plans, disciplines and targets, that ensures it remains profitable and financially sustainable during the completion of building projects, systems development and care provision enhancement

5

System Development, Consistent Application

Leigh Place will continue to provide high quality care and services that are supported by contemporary organisational and operational systems that can be easily accessed and used by the board, management and staff

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